

Judul:

Analisis pengaruh customer knowledge management dan innovation capability terhadap business performance industri perbankan Indonesia: studi kasus Bank Pemberdayaan Rakyat = Analysis of the effect of customer knowledge management and innovation capability to business performance in Indonesian Banking industry: study case of Bank Pemberdayaan Rakyat

Pengarang/Penulis:

Stefanus Ferdi, author

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Consumer knowledge; Bank and Banking -- Indonesia

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